

DENNIS P. WILLIAMS  
MAYOR

City of Wilmington  
Delaware

LOUIS L. REDDING - CITY/COUNTY BUILDING  
800 FRENCH STREET  
WILMINGTON, DELAWARE  
19801-3537  
WWW.WILMINGTONDE.GOV



## CONSTITUENT SERVICES REPRESENTATIVE

(Position available after July 1, 2016)

WE ARE AN EQUAL OPPORTUNITY EMPLOYER

**SALARY GRADE:** "G" - \$32,036 per year to \$38,427 per year

**MINIMUM QUALIFICATIONS:** Graduation from a high school or GED equivalent, customer service background, and two (2) years of increasingly responsible related experience; or any equivalent combination of related education and experience. Working knowledge of Spanish is beneficial.

**REQUIREMENT(S):** Must pass a criminal background investigation, pre-employment physical, and drug test.

**NATURE OF WORK PERFORMED:** Performs routine customer-based administrative work in answering multi-line phone, receiving the public, providing customer assistance and data entry. Maintains all filing. Works under the general supervision of the Director of Constituent Services, according to an established work routine. May be required to perform other duties as assigned after hours, such as community group meetings and various projects.

**EXAMPLES OF WORK PERFORMED (Illustrative Only):** Answers multi-line central telephone system in the Mayor's Office of Constituent Services; receives the public; answers questions; responds to inquiries from employees, residents and others regarding City services and refers, when necessary, to appropriate person/department. Maintains reception area, conference room, and conference room schedule. Utilizes several databases to enter civil appeals information; public works requests. Processes incoming mail. Assists with the distribution/mailing of community brochures, directories, and information to local businesses and residents. Sends, receives, and distributes faxes. Assists Director and staff with the preparation of all projects, special events, etc. Performs all related work as required.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:** Excellent communication skills; working knowledge of multi-line phone system, data entry, computers and computer software, i.e., Word Processing, Microsoft Word, Excel, Outlook (E-Mail). Working knowledge of modern office practices and procedures. Basic knowledge of accounting principles and practices. Professional demeanor. Ability to work under pressure and maintain calm composure. Proficient in grammar and punctuation. Excellent proofreading skills. Ability to maintain effective working relationship with other employees and the public. Bilingual beneficial.

### **OPEN COMPETITIVE**

**VACANCY:** MAYOR'S OFFICE OF CONSTITUENT SERVICE

**CITY RESIDENCY REQUIRED WITHIN SIX MONTHS OF EMPLOYMENT**

**APPLICANTS MUST APPLY NO LATER THAN CLOSE OF BUSINESS (5:00 P.M.): JULY 6, 2016**

**APPLY:** CITY OF WILMINGTON – DEPARTMENT OF HUMAN RESOURCES

City/County Building, 800 French Street

Wilmington, Delaware 19801 - Telephone: (302) 576-2460

[www.WilmingtonDE.gov](http://www.WilmingtonDE.gov)